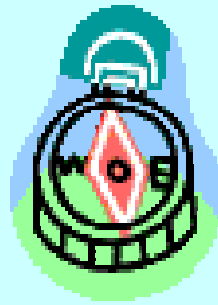


# **CARES WORKER WEB (CWW): INTELLIGENT NAVIGATION**

Regional Meetings

July 2004



## **AGENDA**

- CWW Project One Highlights
- The New Face of CARES
- Technology Requirements
- Implementation Timeline
- Proposed CWW Training Plan
- CWW End User Feedback Website

# CWW PROJECT ONE HIGHLIGHTS

- Easier to learn user friendly web technology
- Streamlined Client Registration process
- Enhanced Application Entry Functionality
- Summaries of logical components of case data
- System, Process, Resource, and Policy Help (Online Handbooks)
- Less data entry with intelligent driver flows
- Improved ability to search and find individuals
- Case comments will wrap!

## CWW PROJECT ONE HIGHLIGHTS (CONTINUED)

- Enhancing familiar Worker Tools
  - ✓ Online Queries (Data Exchange)
  - ✓ Reference Table Search and Viewer
  - ✓ Employer FEIN, TPL Carrier Search
- Enhancing Search Capabilities
  - ✓ Search Criteria (Like, Starts With, Sounds Like)
  - ✓ Search Results
  - ✓ Case and Individual Summaries

# THE NEW FACE OF CARES



# The New Face of CARES

## CARES Today

Similar information is spread  
among different screens

*ANDA* and *AIRE* screens

```

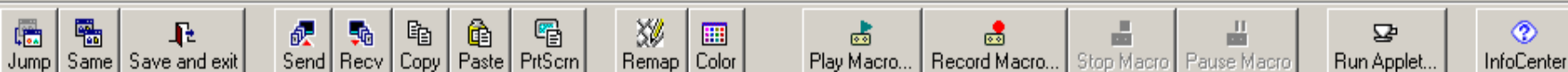
ANDA                                INDIVIDUAL DEMOGRAPHICS (2 OF 3)          05/28/04 07:57
CASE: 3000534539                    WORKER: XCTD97      XCTD97 L ASHMORE
LAST UPDATED: 05 05 04              CASE STATUS: PENDING CASE MODE: INTAKE
                                     ----SSN----

```

NUM	NAME		LANG	US	VR	BIRTH	DT OF	VR	APPL	VR	FLAGS
			IND	CTZN		PLACE	DEATH		DATE		--1--2--
01	MARGE S		E	Y	AF	___	___	___	___	___	___
03	BART S		E	Y	AF	___	___	___	___	___	___
02	LISA S		E	Y	AF	___	___	___	___	___	___
04	MAGGI S		E	Y	AF	___	___	___	___	___	___
05	HOMER S		E	Y	AF	___	___	___	___	___	___

```
-----INDIVIDUALS-----
01 MARGE S (PP )      03 BART S (SON)      02 LISA S (DAU)      04 MAGGI S (DAU)
05 HOMER S (CFR)
```

NEXT TRAN:           PARMS: 3000534539



AIRE COLLECT RACE INFORMATION 05/28/04 07:58  
 AGENCY: 40 CASE : 3000534539 WORKER: XCTD97 XCTD97 L ASHMORE

SC	FIRST	LAST	SAME AS PP	RACE					
				AMR IND/ ALASKAN	ASIAN	BLACK/ AFRICAN AMR	HAWAIIAN/ OTHR PACIFIC	ISL	WHITE
01	MARGE	SIMPS		N	N	N	N		Y
03	BART	SIMPS	—	N	N	N	N		Y
02	LISA	SIMPS	—	N	N	N	N		Y
04	MAGGI	SIMPS	—	N	N	N	N		Y
05	HOMER	SIMPS	—	N	N	N	N		Y

----- INDIVIDUALS -----  
 01 MARGE S (PP )      03 BART S (SON)      02 LISA S (DAU)      04 MAGGI S (DAU)  
 05 HOMER S (CFR)  
 PF24 - PROCESS RACE INFO  
 NEXT TRAN: \_\_\_\_\_ PARMS: 3000534539 \_\_\_\_\_



## The New Face of CARES

Tomorrow, CARES Worker Web  
will logically combine data on pages  
*Permanent Demographics page*

Navigation Menu

Home

Search

Client Registration

Application Entry

Individual Demographics

- Summary
- Permanent Demo**
- Current Demo
- \* Alien/Refugee

Benefits/School

Non Financial

Long Term Care

Reference Tables

Permanent Demographics

Individual Demographic Information

Effective Period

Last Updated: 11/05/2003

Individual Details

\* Individual:

Homer Simpson 35M PP

\* Language:

\* Are you a US Citizen?

Verification:

Birth Place:

Death Date:

MM/DD/YYYY

Verification:

SSN Application Date:

MM/DD/YYYY

Verification:

Alert Flag 1:

Alert Flag 2:

Last Updated:

MM/DD/YYYY

Go

Race / Ethnicity Information

Race

Populate unknown responses as No

\* American Indian/Alaskan:

\* Asian:

\* Black/African American:

\* Hawaiian/Other Pacific Islander:

\* White:

Ethnicity

\* Hispanic:

Last Updated:

MM/DD/YYYY

Go

Individual

Homer Simpson 35M PP

Updated on or before

MM/DD/YYYY

Go

Previous

Next

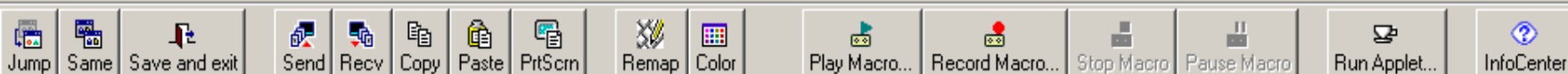


# The New Face of CARES

CARES Today

Some current CARES screens are complex

*ANHR screen*



ANHR HOUSEHOLD RELATIONSHIPS 05/28/04 07:56  
CASE: 3000534539 WORKER: XCTD97 XCTD97 L ASHMORE  
LAST UPDATED: 05 05 04 CASE STATUS: PENDING CASE MODE: INTAKE

REF NUM: 01 NAME: MARGE SIMPSON SSN: 000 00 0000

SOURCE	EFF	REL TO	P+P MEALS WITH	CARING FOR	LEGL CUSTD FOR	FILLING PARENTAL ROLE	ESSENT PERSON FOR	TAX DEP OF
NUM NAME	MMYY	REF VR	REF	REF	REF	REF	REF	REF
02 LISA S	0103	DAU AF	Y	N	N	N	N	N
03 BART S	0103	SON AF	Y	N	N	N	N	N
04 MAGGI S	0103	DAU AF	Y	N	N	N	N	N
05 HOMER S	0103	CFR AF	Y	N	N	N	N	N

NEXT TRAN: \_\_\_\_\_ PARMS: 3000534539 \_\_\_\_\_ MORE...

## **The New Face of CARES**

Tomorrow, CARES Worker Web  
will help reduce  
the complexity of data collection

*Household Relationships page*



Primary Person : Homer Simpson

Case: 1234567890

Status: Pending Mode: Intake



Case Member 1 of 4

Reset

Navigation Menu

- Home
- Search
- Client Registration
- Application Entry
- Case Summary
- Case Comments
- Case Information
  - Summary
  - Household Mem.
  - Medicaid
  - Food Stamps
  - MPA
  - Child Care
  - W-2
  - Badger Care
  - Caretaker Supp.
  - Family Planning
  - Household Rel.**
  - General Information
  - Individual Demograp.
  - Non Financial
  - Long Term Care
  - Reference Tables

Household Relationships

Person of Reference

Name: Homer Simpson 35 M (Primary Person) Last Updated: 02/26/2003

Relationship to Marge Simpson 32 F WIF

Marge is the: [dropdown] of Homer, effective: MM / YYYY Verification: [dropdown]

Marge also [text]

Purchases & Prepares Meals with Homer	<input type="button" value="Yes"/>	Is Caring for Homer	<input type="button" value="No"/>	Has Legal Custody of Homer	<input type="button" value="No"/>
Is Filling Parental Role for Homer	<input type="button" value="No"/>	Is an Essential Person for Homer	<input type="button" value="No"/>	Is Tax Dependent of Homer	<input type="button" value="No"/>

Relationship to Lisa Simpson 12 F DAU

Lisa is the: [dropdown] of Homer, effective: MM / YYYY Verification: [dropdown]

Lisa also [text]

Purchases & Prepares Meals with Homer	<input type="button" value="Yes"/>	Is Caring for Homer	<input type="button" value="No"/>	Has Legal Custody of Homer	<input type="button" value="No"/>
Is Filling Parental Role for Homer	<input type="button" value="No"/>	Is an Essential Person for Homer	<input type="button" value="No"/>	Is Tax Dependent of Homer	<input type="button" value="No"/>

Relationship to Bart Simpson 15 M SON

Bart is the: [dropdown] of Homer, effective: MM / YYYY Verification: [dropdown]

Bart also [text]

Purchases & Prepares Meals with Homer	<input type="button" value="Yes"/>	Is Caring for Homer	<input type="button" value="No"/>	Has Legal Custody of Homer	<input type="button" value="No"/>
Is Filling Parental Role for Homer	<input type="button" value="No"/>	Is an Essential Person for Homer	<input type="button" value="No"/>	Is Tax Dependent of Homer	<input type="button" value="No"/>

Individual Homer Simpson 35M PP	Begin Month MM / YYYY	Updated on or before MM / DD / YYYY	Go	
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Previous

Next

## **The New Face of CARES**

Tomorrow, CARES Worker Web  
summary pages will display logically  
grouped sets of information

*Long Term Care Information Summary  
page*

- Navigation Menu
- Home
  - Search
  - Client Registration
  - Application Entry
    - Case Summary
    - Case Comments**
    - Case Information
    - Individual Demographics
    - Non Financial
  - Long Term Care
    - LTC Gatepost**
    - LTC Summary**
    - Family Care
    - Community Waivers
    - Institutions
    - Community Spouse
  - Absent Parent Information
  - Asset Information
  - Employment
  - Unearned Income
  - Expenses
  - Reference Tables

Long Term Care Summary

Family Care

Individual	Begin Month	Last Updated	Delete Reason	Request	Functionally Eligible	CMO Capacity	Enrollment Date	Disenrollment Date	
Jane Simpson	06/2003	06/01/2003		Y	Comprehensive	Y	06/01/2003		<input type="button" value="Q"/>
Joanne Simpson	04/2003	04/01/2003	AE	Y	Intermediate	Y	04/01/2003		<input type="button" value="Q"/>

Community Waivers

Individual	Begin Month	Last Updated	Delete Reason	Request	Program Type	Start Date	Slot available	PACE or Partnership Level Of Care	
Jane Simpson	06/2003	06/01/2003	AE	Y	Brain injury waiver	06/01/2003	Y		<input type="button" value="Q"/>
Joanne Simpson	04/2003	04/01/2003		Y	PACE	04/01/2003	Y	Intermediate Care Facility	<input type="button" value="Q"/>

Institutions

Individual	Begin Month	Last Updated	Delete Reason	Medical Institution?	Type	Institutionalized Date	
Jane Simpson	06/2003	06/01/2003		Y	Nursing Home	06/01/2003	<input type="button" value="Q"/>
Joanne Simpson	04/2003	04/01/2003	AE	Y	Institute for mental disease	04/01/2003	<input type="button" value="Q"/>

Community Spouse

Individual	Begin Month	Last Updated	Delete Reason	Community Spouse	Max Income Allocation?	Actual Allocated Amount	
Jane Simpson	06/2003	06/01/2003		Y	Y		<input type="button" value="Q"/>
Joanne Simpson	04/2003	04/01/2003	AE	Y	N	1000.00	<input type="button" value="Q"/>

Individual:

Begin Month:

Updated on or before:



# TECHNICAL REQUIREMENTS FOR CARES WORKER WEB

- Browser - Internet Explorer (versions 5.5 and higher)  
JavaScript must be enabled  
Must be able to launch new windows for help  
and other functionality
- Monitor Resolution - 1024 X 768  
Scrolling will be required at lower resolutions
- High speed Internet connection



# IMPLEMENTATION TIMELINE

ACTIVITY	DATE
Pilot in one agency Pilot agency TBD – Sauk, Jefferson and Rock have been asked to pilot	January 21, 2005
Additional pilot agencies	Feb/March 2005
Rollout Wave 1	May 1, 2005
Rollout Wave 2	June 1, 2005
Rollout Wave 3	July 1, 2005
Rollout Wave 4	August 1, 2005
Rollout Milwaukee	May – August 2005



# PROPOSED CARES WORKER WEB TRAINING MODEL

## 1) Prerequisites

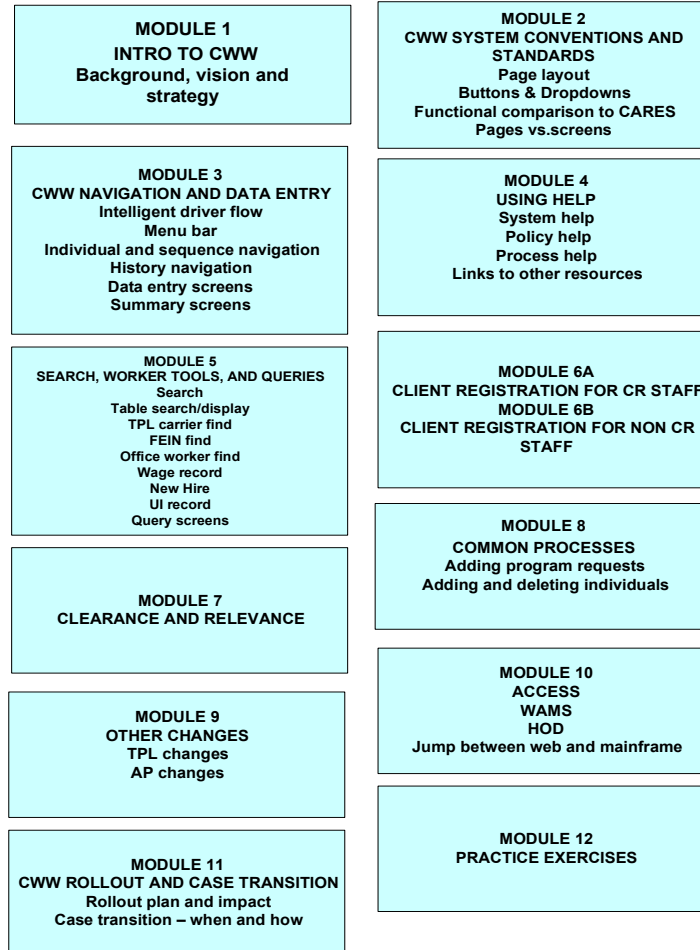
**MANDATORY  
PREREQ:** Use of  
CARES Worker  
Web End-User  
Feedback  
Web Site

**OPTIONAL  
PREREQ 1:** Internet  
Basics

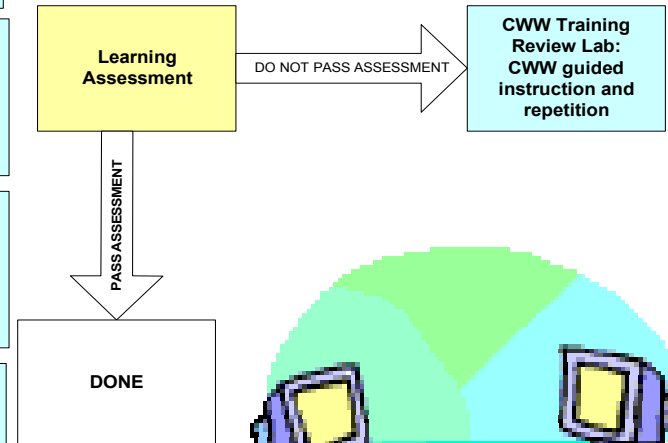
**OPTIONAL  
PREREQ 2:**  
Introduction to  
Distance Learning

**OPTIONAL  
PREREQ 3:** Practice  
Page

## 2A) CWW Core Training Modules: Distance Based\*



## 3) Learning Assessment



## 2B) CWW Learning Extension Lab

**CWW Training  
Review Lab:**  
CWW guided  
instruction and  
repetition

## 4) Training Support

CWW Help  
 Technical Assistance  
 On Site Support

\* Specific module content is being refined

**Before we look at the  
CARES Worker Web End-User  
Feedback Web Site...**

**Are there any Questions?**

# CWW END USER FEEDBACK WEB SITE

- Some general comments so far:
  - “This looks wonderful...this has come a long way from manual budget screens - Ha!”
  - “I can’t wait to use this new system. I know that it will take a long time to phase into it, but FINALLY, we’re moving out of the old dinosaur CARES!!!!!!!!!! THANKS!!!!”
  - “I really like how all the old CARES screens are combined and all on one page now.”

# CWW END USER FEEDBACK WEB SITE

- Some general comments so far:
  - “I like the sanctions being on the same (page) as the income.”
  - Case comments:
    - “GREAT IMPROVEMENT! (Being able to make changes/adjustments to comments on the same day)
    - “Like the changes. Wrap around and the edit option on the day they’re entered is good.”

## **CWW END USER FEEDBACK IMPACT SO FAR - MORE TO COME!**

- FAQs added based on questions received so far (monitor resolution, font size, case comments, etc.)
- System changes under consideration based on feedback
- Training needs noted and categorized based on questions and feedback



# CWW END USER FEEDBACK WEB SITE

<http://caresfeedback.wisconsin.gov/home/>